



Professional Services – Staging, Implementation and Maintenance

BT's Convergent Solutions practice specialises in the integration of multiple communications services like voice, video and a wide variety of data types and applications onto a single IP communications network.

Each of these services and applications may require particular handling to ensure that the ultimate benefits of convergence are realised: reduced costs, rationalisation of equipment, flexibility of operation and improved efficiency and collaboration.

BT has assembled a wide range of convergent solutions including IPT, CRM and Intelligent Application-aware and Optimised Wide Area Networking. In addition to these, BT's expert Professional Services Teams provide customers with embracing support for their convergent solutions.

What are Professional Services?

Professional Services provide support to customers before their equipment is 'live' and in-life.

Professional Services are split into three key areas—Staging, Implementation and Maintenance.

What is involved in Staging?

The activities listed below are performed when staging is requested in addition to equipment provision.

- Delivery of equipment from manufacturer to BT's Staging Facility
- Basic hardware configuration e.g. module load in chassis
- Loading of customer configuration – customer templates and customer configuration scripts
- Operating System load (as required) e.g. IOS or CatOS, firmware update
- Power-up, self-test, operational check

Enhanced Staging services may also be available and are charged separately:

- Soak Test – equipment powered up and tested live for 24 hours. BT will provide confirmation that no test failures have occurred during the soak test.
- Port Connection and Testing – individual testing of each of the ports on the BT-provided equipment. The results are recorded and provided to the customer at the time of delivery.
- Asset Tagging – Application of customer-provided barcode tags to the built chassis of the BT provided equipment and provide documentation associating those bar codes to chassis serial number.

- Network Set-up and Test – This bespoke option will be defined and agreed on a per occasion basis designed to meet specific customer requirements and is subject to quotation by BT.
- Cabinet Build – Incorporation of individual chassis products into a customer-provided rack, including the implementation of power rails and "dressing" all associated shelving and cabling.

What is involved in Implementation?

Implementation encompasses the following activities:

- Bringing equipment to the customer site
- Installing in the customer cabinet/rack
- Plug and Power
- Loading the customer-approved configuration
- Loading the BT-provided configuration
- Acceptance testing

What is involved in Maintenance?

Maintenance describes those activities providing in-life support for your BT-provided equipment. Different levels of support are available to reflect the varying needs of our customers.

We offer not only standard Maintenance Levels but also enhanced Maintenance Levels should these be required.

At a basic level, maintenance services cover hardware and its base operating software.

Standard Maintenance Levels

Any maintenance service provided by BT will include the following:

- Hardware repair or replacement plus load of the same base level of software
- Load of a 'maintenance revision' of software to resolve OS software bugs (note: entire network upgrades of OS may be included on a chargeable basis)
- Investigation of faults to identify source of a problem
- Resolution of faults on BT-provided equipment either by phone remotely or by an engineering visit. Note: where a fault has been diagnosed and its resolution beyond the scope of the maintenance contract, BT reserves the right to charge the customer for work undertaken.

Prompt Care

BT will respond to a fault call within 4 hours between the hours of 09:00-17:00, Monday to Friday, excluding Public & Bank Holidays. Also known as 9x5x4.

Total Care

BT will respond to a fault call within 4 hours, 24 hours a day, 365 days a year. Also known as 24x7x4.

Enhanced Maintenance Levels

Custom Care

For customers who need a bespoke level of service.

Enhanced Support

Prompt or Total Care support with the addition of Consultancy and Training.

How do I order Professional Services?

For more information please contact your account manager or visit www.btireland.ie

Benefits at a Glance

- BT's highly qualified engineers supporting your ICT requirements pre and post-sale
- Security in the knowledge that help is just a phone call away
- Support at a level to meet your needs

Why BT?

BT's extensive services and expertise are supported by two decades of world class experience, serving the needs of global customers across many different markets. BT designs, develops and manages IT network, infrastructure and services for organisations around the world. We help them address their challenges and make optimal use of the opportunities afforded by the digital networked economy.

What differentiates BT in this marketplace is not just our size, reach and network assets, but our unique insight into how networked IT services can be used to address strategic and operational requirements on a global scale, but also our local, helpful Service Desk and flexible approach to meeting customer needs.